

JOB AID

HR SYSTEMS SUPPORT (HELP DESK) TICKET – ADD NEW ADMIN CODE SAMPLE

WiTS USER (HR Assistant or HR Specialist)

1. WiTS User identifies need to add new admin code to WiTS. Sends an email to Branch Chief with information about the newly established organization and requesting approval for the admin code to be added.

BRANCH CHIEF

2. Branch Chief forwards email with approval to add new admin code to the Branch WiTS Super User.

WiTS SUPER USER

3. Only the WiTS Super User can initiate an HRSS Help Desk ticket to request a new admin code be added to WiTS. Super User must select ***WiTS-Add admin code to system***



The image shows a screenshot of a software interface. On the left, there is a blue rectangular button with the text 'Issue Category*' in white. To the right of this button is a dropdown menu. The dropdown menu is open, showing a list of options. The first option, 'WiTS-Add admin code to system', is highlighted in a light blue color. The rest of the list is partially visible but cut off by the right edge of the image.

Note that ticket input sheet for this type of request includes an additional section at bottom (Section 6 – New Administrative Code) that does not appear for any other type of help desk ticket initiated.

HR Systems Support Ticket - Help Desk

Initiate

SECTION 1 - TICKET INFORMATION		* Required Fields	
Ticket #	<input type="text"/>	Date Initiated	08/12/2004 9:14:51
Status*	<input type="text" value="Pending"/>	Priority Code*	<input type="text" value="High"/>
Full Name of User*	Sharon Porter	User Email*	sp47e@nih.gov
User Phone # (no dashes)	3016941462	Organization*	<input type="text" value="CSD - B"/>
System*	<input type="text" value="WITS"/>	Issue Category*	<input type="text" value="WITS-Add admin code to sys"/>
Problem Description	Please add new admin code in Section 6 below to WITS per approved organizational change effective 6/1/04.		


SECTION 2 - HR SYSTEMS SUPPORT (HELP DESK)			
HRSS Staff Name	<input type="text"/>	Date to HRSS	<input type="text"/>
Referral Date (Tier 2)	<input type="text"/>	Reset Pwd Email Date	<input type="text"/>
New ID Email Date	<input type="text"/>	Date Pwd Reset Rcv'd	<input type="text"/>
Date New ID Rcv'd	<input type="text"/>		

SECTION 3 - TIER 2 SUPPORT			
Date To Tier 3	<input type="text"/>	Date to Policy Group	<input type="text"/>
Date Ret Tier 3	<input type="text"/>	Date Ret Policy Group	<input type="text"/>
Email Date to Customer	<input type="text"/>		

SECTION 4 - COMMENTS	
Comments	<input type="text"/>

SECTION 5 - RESOLUTION	
Resolution	<input type="text"/>
Resolution Date	<input type="text"/>
Resolved By	<input type="text"/>

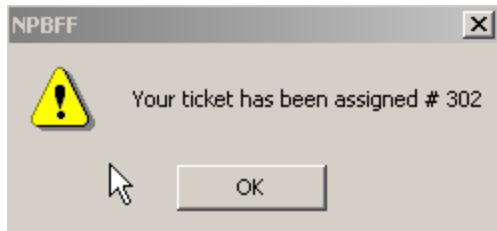
SECTION 6 - NEW ADMINISTRATIVE CODE			
Administrative Code*	<input type="text" value="HNAM4"/>	Institute/Center*	<input type="text" value="OD/NIH"/>
Program Name/Title*	New Organization Full Name	Organization Initials*	<input type="text" value="NOFN/OD"/>
Reason for Adding*	New organization was established 6/1/04.		

4. Super User selects “Initiate Ticket” and clicks on  to forward the request to the HRSS help desk.



A button labeled "Initiate ticket" with a dropdown arrow and a person icon to its right.

5. Super User receives a pop-up message box that “Your ticket has been assigned #...”
For example:

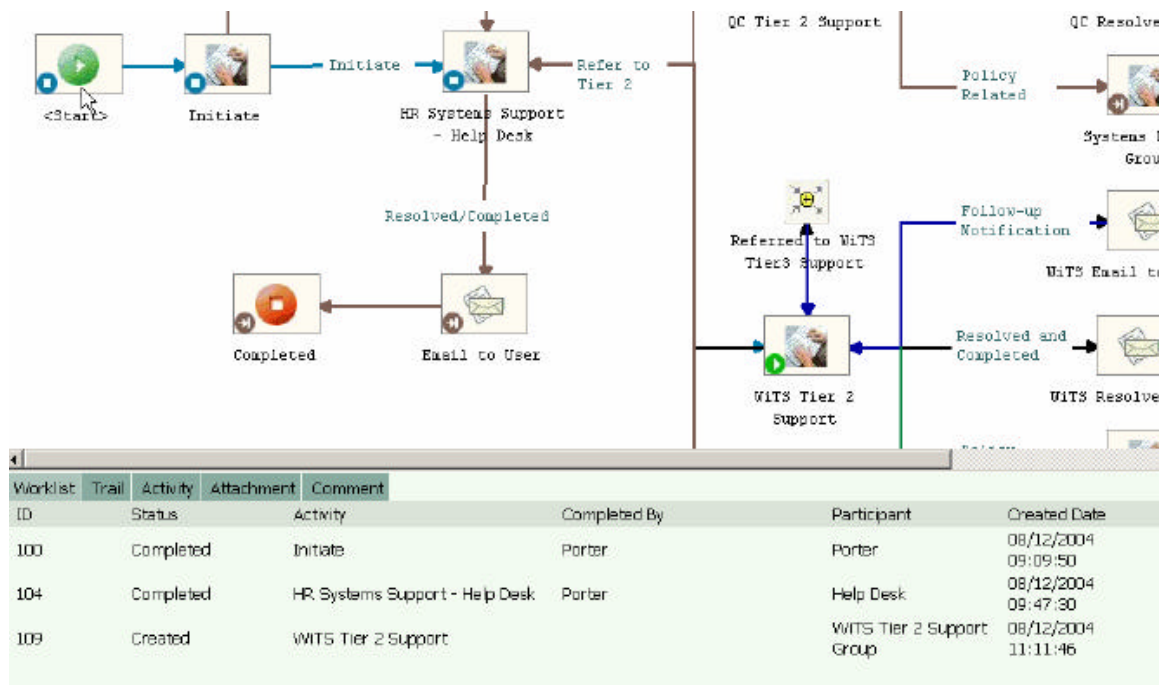


6. Super User can monitor HRSS ticket by opening it from the “My Active HR Systems Support Transactions” bizcove. Click on box next to ticket# and click “Monitor” button.

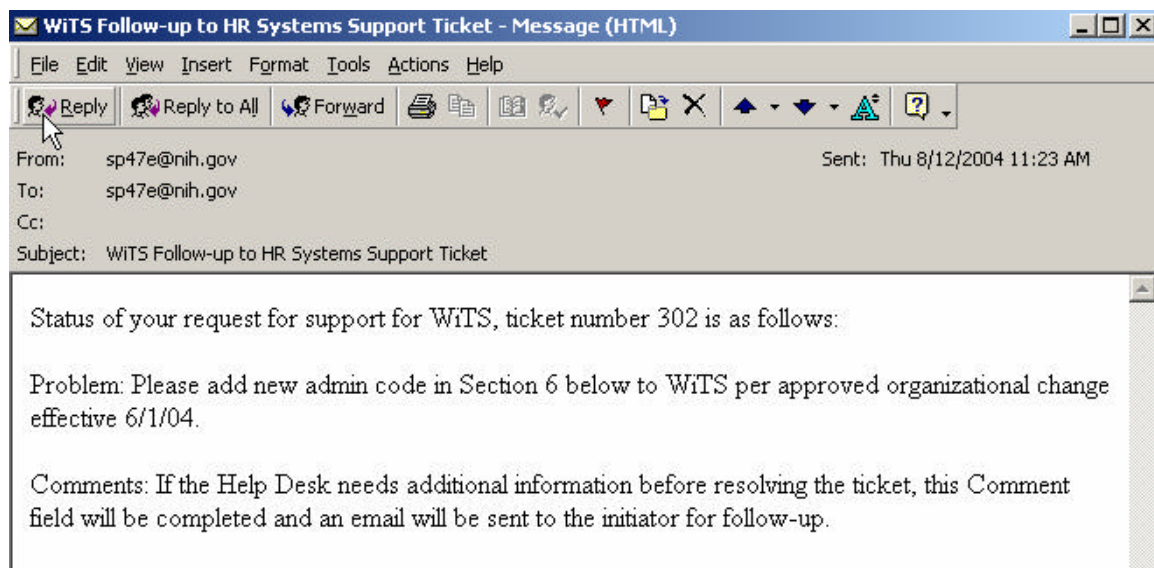
My Active HR Systems Support Transactions				
	HD Ticket #	Date Initiated	User	HRC Org
<input type="checkbox"/>				
<input checked="" type="checkbox"/>	302	2004/08/12 13:14:51	Sharon Porter	CSD - B



A row of four buttons: "Monitor...", "Detail...", "Advanced Se", and "Excel...".





- If the HRSS Help Desk needs more information before resolving the ticket, the Comment field in the ticket will be completed and the Super User will receive an email that includes the information requested similar to this example:



8. Super User can reply to follow-up inquiry from help desk by opening it from the “My Active HR Systems Support Transactions” bizcove. Click on box next to ticket# and click “Detail” button.

My Active HR Systems Support Transactions				
<input type="checkbox"/>	HD Ticket #	Date Initiated	User	HRC Org
<input checked="" type="checkbox"/>	302	2004/08/12 13:14:51	Sharon Porter	CSD - B

Then click in the checkbox at bottom and click “Complete” to open the ticket.

Process Instances Detail								Close
Process Name	HR Systems Support Workflow			Process ID	3245			
Status	Running			Custom ID				
Urgency	Normal			Initiator	Porter			
Check Password	Unchecked			Initiated Date	08/12/2004 09:09:50			
Deadline				Process Description				

Worklist	Activity	Attachment	Comment					
View...	Complete...	Batch Complete	Monitor...	Forward...	Excel...	Print...	Refresh	
ID	Status	Activity	Completed By	Participant	Created Date	Repair	Workitem	
<input type="checkbox"/> 100	Completed	Initiate	Porter	Porter	08/12/2004 09:09:50			
<input type="checkbox"/> 104	Completed	HR Systems Support - Help Desk	Porter	Help Desk	08/12/2004 09:47:30			
<input type="checkbox"/> 109	Completed	WITS Tier 2 Support	Porter	WITS Tier 2 Support Group	08/12/2004 11:11:46			
<input checked="" type="checkbox"/> 114	Created	WITS Tier 2 Support		WITS Tier 2 Support Group	08/12/2004 11:17:57			

9. Super User responds to inquiry from help desk in the “Comments” section.

HR Systems Support Ticket - Help Desk

WITS Tier 2 Support

SECTION 1 - TICKET INFORMATION		* Required Fields	
Ticket #	302	Date Initiated	08/12/2004 9:14:51
Status*	Referred	Priority Code*	High
Full Name of User*	Sharon Porter	User Email*	sp47e@nih.gov,
User Phone # (no dashes)	3015941462	Organization*	CSD - B
System*	WITS	Issue Category*	WITS-Add admin code to sys
Problem Description	Please add new admin code in Section 6 below to WITS per approved organizational change effective 6/1/04.		

SECTION 2 - HR SYSTEMS SUPPORT (HELP DESK)			
HRSS Staff Name	Porter	Date to HRSS	08/12/2004 9:48:41
Referral Date (Tier 2)	08/12/2004 11:16:39	Reset Pwd Email Date	
New ID Email Date		Date Pwd Reset Rcv'd	
Date New ID Rcv'd			

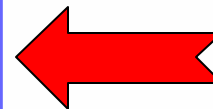
SECTION 3 - TIER 2 SUPPORT			
Date To Tier 3		Date to Policy Group	
Date Ret Tier 3		Date Ret Policy Group	
Email Date to Customer	08/12/2004 11:22:49		


SECTION 4 - COMMENTS	
Comments	If the Help Desk needs additional information before resolving the ticket, this Comment field will be completed and an email will be sent to the initiator for follow-up.


SECTION 5 - RESOLUTION	
Resolution	
Resolution Date	
Resolved By	

SECTION 6 - NEW ADMINISTRATIVE CODE			
Administrative Code*	HNAM4	Institute/Center*	OD/NIH
Program Name/Title*	New Organization Full Name	Organization Initials*	NOFN/OD
Reason for Adding*	New organization was established 6/1/04.		

☒ Development Database ☐ Production Database



10. Super User selects “Return to Help Desk” and clicks on  to forward the requested information and return the ticket to the HRSS help desk.

Return to Help Desk	
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11. When the new admin code has been added to the WiTS database, HRSS Help Desk will complete the ticket.

HR Systems Support Ticket - Help Desk

HR Systems Support - Help Desk

SECTION 1 - TICKET INFORMATION		* Required Fields	
Ticket #	302	Date Initiated	08/12/2004 9:14:51
Status*	Completed	Priority Code*	High
Full Name of User*	Sharon Porter	User Email*	sp47e@nih.gov,
User Phone # (no dashes)	3015941462	Organization*	CSD - B
System*	WITS	Issue Category*	WITS-Add admin code to sys
Problem Description	Please add new admin code in Section 6 below to WITS per approved organizational change effective 6/1/04.		

SECTION 2 - HR SYSTEMS SUPPORT (HELP DESK)	
HRSS Staff Name	Porter
Referral Date (Tier 2)	08/12/2004 11:16:39
New ID Email Date	
Date New ID Recv'd	
Date to HRSS	08/12/2004 9:48:41
Reset Pwd Email Date	
Date Pwd Reset Rcv'd	

SECTION 3 - TIER 2 SUPPORT	
Date To Tier 3	
Date Ret Tier 3	
Email Date to Customer	08/12/2004 11:22:49
Date to Policy Group	
Date Ret Policy Group	

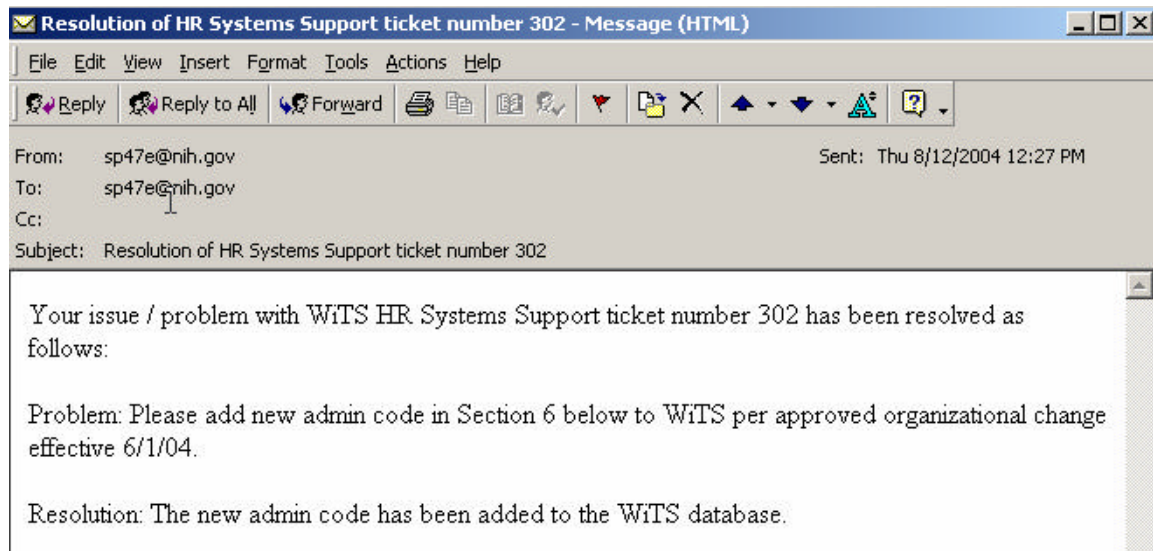
SECTION 4 - COMMENTS	
Comments	<p>If the Help Desk needs additional information before resolving the ticket, this Comment field will be completed and an email will be sent to the initiator for follow-up</p> <p>User responds to additional information requested by Help Desk.</p>

SECTION 5 - RESOLUTION	
Resolution	The new admin code has been added to the WITS database.
Resolution Date	08/12/2004 12:26:56
Resolved By	Porter

SECTION 6 - NEW ADMINISTRATIVE CODE	
Administrative Code*	HNAM4
Program Name/Title*	New Organization Full Name
Reason for Adding*	New organization was established 6/1/04.
Institute*Center*	OD/NIH
Organization Initials*	NOFN/OD

☒ Development Database ☒ Production Database

12. The Super User will receive an email notice that the admin code has been added, for example:



13. Super User notifies Branch Chief and appropriate WiTS User(s) that the admin code is available to use in WiTS.